

A complex collage of military-themed images. At the top right is a large white ship with the number 723. Below it are soldiers in combat gear. In the center is a globe inside a shield. To the left is a submarine and a sailor. At the bottom right is a tank and a marching band. The word 'INTERSTATE' is written across the top in a stylized font.

INTERSTATE

SERVING THOSE WHO SERVE

1943

2003

Improving
service
for our
military
customers



Who We Are

- 64 years in the moving industry
- Family owned
- Our #1 account is the Department of Defense
- Privileged to move 12,000 military customers each year
- Proud six-time winner of the SDDC Quality Award





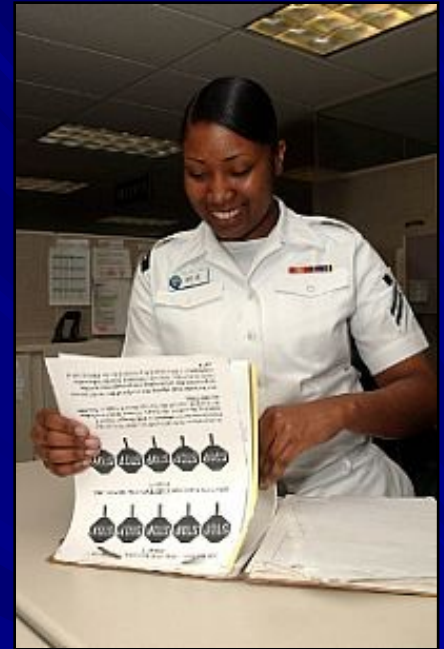
Mission Statement:

To set the standard for service in the moving industry, while maintaining our dedication to innovation for our military customers.



The Warfighter

Our Customer





The Warfighter's Family





**We are committed to
improving service to our
military customers and to
continuing to design
programs to address their
concerns.**



**Our staff made a review of
what we could do to improve
our service.**

And we found...



Some of the stress factors

- Uncertainty -- Your household goods are gone and you have no idea *where they are*.
- Security -- *Strangers* will be coming into your home.
- Service -- What quality of service will you be provided?



Some of the stress factors

- **Uncertainty - Your household goods are gone and you have no idea *where they are.***

The next slides show our efforts to address this stress factor.



T-Trac

E-Trac

**On line shipment
tracking system
designed especially
for military customers**





T-Trac: Shipment Tracking for the TMO



**Designing systems to make
tracing easier for TMOs.**



TMO T-Trac Screen

INTERSTATE
WORLDWIDE RELOCATION

FT CAMPBELL
Inbound Shipment Report
Delivery Dates thru:07/26/2006

20 Shipments

THU, APR 20, 2006, 8:49 AM

SHIPPER	GBL#	REG#	ACT WGT	FR-TO	PICKUP DATE	LINEHAUL PICKUP	EST DEL	RDD	SIT IN DT	RES DEL DT	DEST AGENT	HAULER	E-TRAC ACTIVITY
BABB, MAR	ZX037882	2642637	3,000	KS-KY	04-13	04-19	04-21	04-24	04-21		LEEK VAN & S	ALBANY VAN LINE	
BLINDT, M	ZX154178	2643766		VA-TN	04-28			05-05			APEX & ROBER	NATHAN	
BOWLIN, J	ZX295899	2642633		MT-KY	04-18	04-18	04-28	04-28			LEEK VAN & S	LINE MOTOR C	
BOYER, CH	ZX067315	2642638	13,000	AL-KY	04-13	04-13	04-20	04-20	04-20		LEEK VAN & S	BEKINS VAN LINE	
BROWN-SLA	ZY976806	2643004		LA-TN	05-10		05-24	05-24			APEX & ROBER	NORTH AMERICAN	
CANTY, KE	ZY742883	2643746		GA-KY	04-28			05-05			LEEK VAN & S	COLUMBUS RELOCA	
EDWARDS,	ZX067450	2643586		AL-KY	05-16			05-24			LEEK VAN & S	BEKINS VAN LINE	
ETHERIDGE	ZY976776	2642758	11,800	LA-TN	04-05	04-05	04-08	04-12		04-08	LEEK VAN & S	NORTH AMERICAN	
EVANS, TI	ZX037852	2642501	3,000	KS-KY	04-14	04-14	04-24	04-24	04-17		LEEK VAN & S	ATLAS VAN L	
FISHER, R		2643551		VA-TN	05-02			05-09			APEX & ROBER	GLOVER	
HILLS, JE	ZX239441	2643189		VA-TN	05-25		05-29	06-01			LEEK VAN & S	NORTH AMERICAN	
HULSOPPLE	ZY976841	2643043		LA-KY	05-30			06-14			LEEK VAN & S	VAN LINES	
HYSE, K	ZY966607	2643295		NY-KY	04-21	04-21		05-01			LEEK VAN & S	NORTH AMERICAN	
KAF	ZY627764	2643865		CA-KY	05-02			05-19			LEEK VAN & S	CLEM, THOMAS	
LASS	ZX239275	2643104		VA-KY	06-05			06-12			LEEK VAN & S	NORTH AMERICAN	
MONA	ZY742861	2643616		GA-KY	04-25	04-25		05-01			LEEK VAN & S	ALS VAN LINES	
PUGH,		2643885		SC-TN	05-19			06-02			APEX & ROBER	A-1 TRANSFER &	
RAMSE	ZY863812	2643891		TX-KY	05-24			06-05			APEX & ROBER	NONE	
SIMS, C	ZX037966	2642887	5,040	KS-TN	04-21	04-20		04-28	04-24		APEX & ROBER	DIXON, KENNETH	
STULTZ	ZX067442	2643887		AL-KY	05-05			05-19			LEEK VAN & S	BEKINS VAN LINE	

Reflects date when shipment actually delivers.

Indicates if shipment delivers into storage.



Provides hauler info (Interstate shipments list driver's name).

Click on the name to view individual shipment info.

Provides estimated delivery date for shipment.



TMO T-Trac Screen

 													
JPPSO COLORADO SPRINGS Inbound Shipment Report Delivery Dates thru:10/04/2006													
213 Shipments											THU, JUL 6, 2006, 10:59 AM		
SHIPPER	GBL#	REG#	ACT WGT	FR-TO	PICKUP DATE	LINEHAUL PICKUP	EST DEL	RDD	SIT IN DT	RES DEL DT	DEST AGENT	HAULER	E-TRAC ACTIVITY
ACQUISTAP	ZX329865	2680574		AK-UT	06-16			07-21			TRANSCO MOVI	NONE	
ANDERSON,	ZX145226	2643815		WA-OK	06-23	06-23		07-12			MUSKOGEE TRA	HI-LINE MOTOR C	
ARMSTRONG	ZY473033	2646559		FL-CO	07-14		07-18	07-28			MOUNTAIN STA	FRANCIS, STEDRO	
AUSTIN, WV	ZX239668	2643275	11,680	VA-NE	06-21	06-21	06-26	07-03	06-26		CHIEFTAIN VA	NORTH AMERICAN	
AVIDES, C	ZX065473	2644680	16,000	CA-AZ	06-13	06-13	06-15	06-22	06-15		DANIEL'S MOV	ATLAS VAN LINES	
BAILEY, J	ZX155313	2646984		VA-SD	08-04			08-23			GREEN'S MOVI	ATLAS VAN LINES	
BEAN, THO	ZX366368	2646150		TX-NV	06-29	06-29	07-10	07-10			ALL AMERICAN	NORTH AMERICAN	
BEARD, SA	ZX243810	2646561		VA-CO	07-11			07-24			NONE	NONE	
BERGQUIST	ZX146270	2646588									BELL MOVING	ALLIED VAN LINE	
BLACKSHEA	ZX365957	2645914										NORTH AMERICAN	
BLACKSTOC	ZX146122	2646081										STEVENS VAN LIN	
BLAND, NI	ZY989117	2646154										FRANCIS, STEDRO	
BORCHGREV	ZX154918	2645706										ATLAS VAN LINES	
BRANDAU,	ZY472858	2645117										INTERSTATE INTE	
BRANDAU,	ZY472858	2680559										NONE	
BRISENO,	ZX366139	2645994	6,630	TX-CO	06-21	06-21	06-30	06-30		06-29		ATLAS VAN LINES	
BROCK, CH		2646917		VA-MT	08-01			08-17				NONE	
BROCK, LE	ZX065799	2646200	9,680	CA-NM	06-28	07-05	07-07	07-07			B & W TRANSF	CASTILLO, JAMES	
BROWN, FU	ZX065589	2646445		CA-AZ	07-17			07-26			MOUNTAIN MOV	ALLIED VAN LINE	
BROWN, LE	ZX146287	2646526		WA-NM	06-30	06-30		07-19			THE MOONEY C	ATLAS VAN LINES	

**You can view outbound
and
inbound shipments**



TMO T-Trac Screen - Code

4

37 Shipments

TUE, OCT 3, 2006, 11:34 AM

Code 4
Outbound Shipment Report
Delivery Dates thru: 01/01/2007

INTERSTATE
WORLDWIDE RELOCATION

Main Menu

SHIPPER	GBL#	REG#	EST WGT	ACT WGT	FR-TO	PICKUP DATE	READY TO SHIP	VESSEL	VESSEL DEPART	VESSEL ARRIVE	LINEHAUL DEPART	EST DEL	RDD	SIT IN DT	RES DEL DT	E-TRAC ACTIVITY
SULLIVAN,	JQ-53692	2680953	4,500	4,610	HI-KS	07-28	07-28	CSX	08-04	08-22	09-05	09-08	09-18		09-13	
DAVIS, EL	JQ537003	2680999	1,500	261	HI-MI	08-01	08-01	CSX LINES	08-18	09-09	09-20	09-23	10-02	09-27		
PHAM, PHU	JQ537544	2681036	1,900	1,539	HI-CT	08-21	08-21	CSX LINES	09-15	10-07			10-13			
COOK, CHA	JQ538105	2681046	5,000	3,325	HI-MA	08-30	08-30	CSX LINES	09-15	10-07			10-23			
TRAN, TUA	JQ538207	2681053	6,000	1,149	HI-TX	09-06	09-06	CSX LINES	09-15	10-03			10-25			
SILVER, C	JQ538210	2681054	11,000	8,145	HI-TN	09-08	09-08	CSX LINES	09-15	10-08			10-30			
SMITH, JA	JQ614366	2681134	13,325	13,325	HI-GA	09-20	09-22	CSX LINES	09-29	10-22			11-13			
FLORES, A	JQ614484	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
PURKEY, W	JQ614484	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
BENITEZ,	JQ614484	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
DIAZ, RIC	JQ614484	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
VELAZCO,	JQ614484	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
PEREZ, ER	JQ614224	2681124	500	396	HI-CA	09-25	09-25	CSX LINES	09-29	10-06			11-06			
DELPE, DAV	JQ614769	2681155	1,000		HI-PA	10-02							11-28			
LAMPARD,	JQ614153	2681098	300		HI-GA	10-03							11-27			
ALSTON, B	JQ614231	2681102	8,000		HI-DC	10-03							11-24			I
ZIMMERMAN	JQ614530	2681133	8,000		HI-SC	10-03							11-27			

In T-Trac you can view domestic and International shipments



Customer's T-Trac Screen

INTERSTATE
WORLDWIDE RELOCATION

E-TRAC
Traffic Advisory System

CUSTOMER: GALLOWAY, JOHN D. E7/SFC
GBL#: ZX371873 Code: 1 REGISTRATION#: 2649726

SHIPMENT INFORMATION

FROM:	TX - CONVERSE	TO:	CA - OROVILLE
ORIGIN TMO:	JPPSO SAN ANTONIO	DEST TMO:	TRAVIS AIR FORCE BASE
WEIGHT:	3620 LBS (Actual)	RDD:	10/05/06

ORIGIN AGENT:
IMLACH MOVERS OF SAN ANTONIO , SAN ANTONIO , TX

TRANSPORTATION PROVIDER: LEE, STAN (Interstate)

SHIPMENT STATUS

PICK UP DATE:	09/22/06
LOAD DATE:	09/26/06
CURRENT LOCATION:	10/03/06 FT IRWIN , CA
NEXT SCHEDULED LOCATION:	10/04/06 OXNARD , CA
ESTIMATED DELIVERY DATE:	10/06/06

Note: Dates are subject to change. Please be sure to check your shipment's status regularly.

ORIGIN TMO: FT RILEY
WEIGHT: 5040 LBS (Actual)

DEST TMO: FT CAMPBELL
RDD: 04/28/06

ORIGIN AGENT:
BAILEY MOVING & STG CO INC , MANHATTAN , KS

TRANSPORTATION PROVIDER: DIXON, KENNETH (Interstate)

SHIPMENT STATUS

PICK UP DATE:	04/21/06
LOAD DATE:	04/20/06
DELIVERED INTO STORAGE:	04/24/06

Note: Dates are subject to change. Please be sure to check your shipment's status regularly.

STORAGE PROVIDER:
APEX & ROBERT E LEE MOV & STG , ANTIOCH , TN

~ REMINDER: BE SURE TO CALL YOUR DESTINATION TMO TO
ARRANGE FOR DELIVERY OF YOUR SHIPMENT ~
FT CAMPBELL : 502-798-9148

FOR ADDITIONAL INFORMATION, PLEASE CONTACT:
INTERSTATE MOVING SYSTEMS INC : 1-888-000-MOVE
OR
Send e-mail to: Interstate@jovan.com

Reminds
customer to
contact
destination
TMO along
with the phone

Shows current
location, next
location and the
ETA.



E-Trac for TMOs



- When a TMO enrolls in E-Trac...
- TMOs receive automatic status updates, as well as contact information for each shipment by email.
- A series of routine messages are sent automatically during move:

- Departure/Service Provider message
- En-route message
- ETA messages
- Delivery to SIT message (if applicable)
- Delivery to residence message



*An industry
first*

DARS

Driver & Agent Recognition System

- Another “industry first” program from Interstate Service Group
- A program designed to reduce stress during our military customers’ moves
- Improving security for our military customers
- Innovation for improved service for our military customers

No stranger at the door



Some of the stress factors

- ***Security -Strangers will be coming into your home.***

The next slides show our efforts to address this stress factor.



Moving is stressful...

- You're moving.
- A stranger is coming to your door.
- He's going to spend a good deal of time in your home.
- You don't know anything about him.
- And...he is going to drive away with your household goods.
- *That's stress!*



INTERSTATE
WORLDWIDE RELOCATION

E-TRAC
Traffic Advisory System

CUSTOMER: SIMS, CHRISTOPHER T.
GBL#: ZX037966 Code: 1 REGISTRATION#: 2642887

SHIPMENT INFORMATION

FROM:	KS - JUNCTION CITY	TO:	TN - ANTIOCH
ORIGIN TMO:	FT RILEY	DEST TMO:	FT CAMPBELL
WEIGHT:	5040 LBS (Actual)	RDD:	04/28/06

ORIGIN AGENT:
BAILEY MOVING & STG CO INC, MANHATTAN, KS

TRANSPORTATION PROVIDER: [DIXON, KENNETH](#) (Interstate)

SHIPMENT STATUS

PICK UP DATE:	04/21/06
LOAD DATE:	04/20/06
DELIVERED INTO STORAGE:	04/24/06

Note: Dates are subject to change. Please be sure to check your shipment's status regularly.

STORAGE PROVIDER:
APEX & ROBERT E LEE MOV & STG, ANTIOCH, TN

**“Meet” your driver with
the click of a mouse...**

**Its easy...go to
our website,
enter your GBL
number and you
can
“meet” your
driver.**

Your moving specialist is...
Ken Dixon



- Professional driver since 1969
- Two time Driver of the Year
- Nine years Army service
- Hometown: Jacksonville, NC
- Enjoys going to church
- “Having served in the military myself, it’s a pleasure to move our nation’s military families.”

Your moving specialist is...

Robert Switzer



- Professional driver since 1986
- Served in the US Army 4 years, Vietnam Veteran
- Hometown: Cynthiana, KY
- Enjoys fishing and hunting
- “We are committed to taking the extra steps to go beyond just being satisfied.”



A familiar face coming to your home!

Your moving specialist is ...

Michael Hragyil



- Professional driver since 2001
- 4 years service in the US Navy as a Seabee
- Hometown: Butler, MO
- Enjoys fishing and following the Kansas City Chiefs
- “The job’s not done right until the customer is satisfied.”



Your moving specialist is...

James Cross



- Professional driver since 1983
- Atlas Safety Award, Quality Driver Award, Driver of the Month for May 2003
- 4 years Marine Corps service, served overseas in Okinawa
- Hometown: Casper, WY
- Enjoys NASCAR & football
- "Some companies dream of a good move, while others wake up and work hard at it."



Your moving specialist is...

Rich Dorsey



- Professional driver since 1980
- Retired Master Sergeant in the US Army, Vietnam Veteran
- 15 time recipient of the Safe Driving Award, Driver of the Year 1996, AMSA Driver of the Year
- Hometown: Colorado Springs
- “The final measure of my efforts is a delivery where my shipper is happy.”

Your moving specialist is...

Travis Boyd



- Professional driver since 1994
- Driver of the Year 2005, Driver of the Month for June 2004, October 2004, November 2004, December 2004, January 2005, February 2005, May 2006
- Hometown: Waynesboro, PA
- “My goal is to give my customers the best move they’ve ever had.”



Your moving specialist is...

Mike Hawkins



- Professional driver since 1985
- Driver of the Year 1993, 1994, 1995, 1998, 1999, 2005; recipient of the AMSA Driver Award
- Hometown: Bowie, MD
- Enjoys basketball & football
- “Great reputations aren’t built overnight, and I’m proud to say Interstate’s reputation with the military is second to none.”



Your moving specialist is ...

Daffy Duck



- Professional driver since 1937
- Three time Emmy Award winner
- Hometown: Hollywood, CA
- Enjoys making Elmer Fudd miserable
- “You’re deth-picable.”

Your moving specialist is...

Stanley Lee



- Professional driver since 1978
- Driver of the Month for January 2003, February 2003 and March 2003
- Served in the US Marines for 9 years; former drill instructor
- “My customers can expect the best from me, because that’s what they’ll get.”



Your moving specialist is...

Chuck Corbin



- Professional driver since 1969
- Served for 4 years in the US Army with MTMC
- Six time recipient of the Safe Driving Award, Driver of the Year 1997
- Hometown: Debary, FL
- Enjoys following NASCAR
- “I’m proud to be driving a trailer that honors the US Marine Corps.”



Your moving specialist is...
Tex Wiatrek



- Professional driver since 1952
- Two time recipient of the Safe Driving Award, Driver of the Month for May and June 2005
- 6 years service in the US Army; Korean War Veteran
- Hometown: Woodbridge, VA
- "It's the little things that make the difference between a good move and a great move."

Each DARS Driver biography includes the driver's picture...

You can also find the driver's hometown, hobbies, and professional driver status.

Your moving specialist is...
Nathaniel Glover



- Professional driver since 1970
- Recipient of the Allied Safety Award
- Hometown: Fayetteville, NC
- Enjoys traveling to Florida, and visiting friends and family in North Carolina.
- "It's a privilege to serve our military customers."

Your moving specialist is...
Stanley Lee



- Professional driver since 1978
- Driver of the Month for January 2003, February 2003 and March 2003
- Served in the US Marines for 9 years; former drill instructor
- “My customers can expect the best from me, because that’s what they’ll get.”



You will see the seal for their branch of service and any specialties they held.

Many of our drivers have prior military service, thus they have an understanding of military moves and the shipper's needs.

Your moving specialist is...
Michael Hragyil



- Professional driver since 2001
- 4 years service in the US Navy as a Seabee
- Hometown: Butler, MO
- Enjoys fishing and following the Kansas City Chiefs
- “The job’s not done right until the customer is satisfied.”



*Your shipment is being
transported by our colleagues
at Atlas Van Lines*



**If the shipment is interlined,
the customer will be
introduced to our interline
partner.**



- Providing quality moves since 1948
- Innovative satellite tracking system
- Extensive driver training program
- Second largest carrier in household goods
- Third largest van line in the industry



DARS

DARS ... is a constantly evolving program, as we recognize new and better ways to apply the “theme” of...

No stranger at the door



E-DARS

**Currently
testing ...
Automatically
sending
an e-mail with
the DARS
information.**

**As well as...
Information about
our Military Support
Team.**

Interstate has been given the privilege of handling your relocation. As part of ensuring you have a successful move, we would like to introduce you to the Interstate Moving Specialist that will be handling your household goods. We hope you enjoy getting to know your Moving Specialist, and on moving day it will be a familiar face at your door.

Your moving specialist is...

Tex Wiatrek



- Professional driver since 1952
- Two time recipient of the Safe Driving Award, named Driver of the Month three times
- 6 years service in the US Army; Korean War Veteran
- Hometown: Woodbridge, VA
- "It's the little things that make the difference between a good move and a great move."

Supporting your Moving Specialist is our Military Support Team, who are available to assist you during your relocation process.



Kathy Arbia

Jenna Anderson



Interstate Van Lines, Inc.
Springfield, VA

kathya@invan.com

jennaa@invan.com

1-800-745-6683 x 223 (Kathy)

1-800-745-6683 x 243 (Jenna)

We hope this information is helpful and we look forward to serving you!



E-DARS

- Currently **65%** of our registrations have an e-mail address.
- Upon assignment of the driver/hauler an automatic e-mail will be sent to our military customer providing DARS information.

Interstate has been given the privilege of handling your relocation. As part of ensuring you have a successful move, we would like to introduce you to the Interstate Moving Specialist that will be handling your household goods. We hope you enjoy getting to know your Moving Specialist, and on moving day it will be a familiar face at your door.

Your moving specialist is...

Tex Wiatrek



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Supporting your Moving Specialist is our Military Support Team, who are available to assist you during your relocation process.



Kathy Arbia

Jenna Anderson



Interstate Van Lines, Inc.
Springfield, VA

kathya@invan.com

jennaa@invan.com

1-800-745-6683 x 223 (Kathy)

1-800-745-6683 x 243 (Jenna)

We hope this information is helpful and we look forward to serving you!

**In the next 30 days,
all customers serviced
by an Interstate driver
will automatically receive
a DARS e-mail...**



CUSTOMER: TAYLOR, CHARLES
GBL#: ZY409198 Code: 1 REGISTRATION#: 2342864

SHIPMENT INFORMATION

FROM: NC - FAYETTEVILLE	ORIGIN TMO:	FORT BRAGG
TO: CO - BROOMFIELD	DEST TMO:	JPPSO COLORADO SPRINGS
WEIGHT: 5000 LBS (Estimated)	RDD:	04/09/03

TRANSPORTATION PROVIDER: SHERMAN, OMAR (Interstate)

SHIPMENT STATUS

PICK UP DATE:	03/27/03
ESTIMATED LOAD DATE:	
CURRENT LOCATION:	03/25/03 SAVANNAH, GA
NEXT SCHEDULED LOCATION:	03/26/03 COLUMBIA, SC
ESTIMATED DELIVERY	

Note: Dates are subject to change. Please be sure to check your shipment's status regularly.

DESTINATION SERVICE PROVIDER:
MOUNTAIN STATES MOV & STG INC, DENVER, CO

**** REMINDER: BE SURE TO CALL YOUR DESTINATION TMO TO
ARRANGE FOR DELIVERY OF YOUR SHIPMENT ****
JPPSO COLORADO SPRINGS : 281.872.8944

FOR ADDITIONAL INFORMATION, PLEASE CONTACT:

A WORLD WIDE MOVING INC : 800-DOD-MOVE
OR
Send e-mail to: Interstate@invan.com

Interstate has been given the privilege of handling your relocation. As part of ensuring you have a successful move, we would like to introduce you to the Interstate Moving Specialist that will be handling your household goods. We hope you enjoy getting to know your Moving Specialist, and on moving day it will be a familiar face at your door.

Your moving specialist is...

Tex Wiatrek



- Professional driver since 1952
- Two time recipient of the Safe Driving Award, named Driver of the Month three times
- 6 years service in the US Army; Korean War Veteran
- Hometown: Woodbridge, VA
- "It's the little things that make the difference between a good move and a great move."

Supporting your Moving Specialist is our Military Support Team, who are available to assist you during your relocation process.



Kathy Arbia Jenna Anderson



Interstate Van Lines, Inc.
Springfield, VA

kathya@invan.com jennaa@invan.com
1-800-745-6683 x 223 (Kathy)
1-800-745-6683 x 243 (Jenna)

We hope this information is helpful and we look forward to serving you!

**And they will automatically
be kept up to date by e-
mail as to the current
location of their shipment.**

Coming Soon!

- Automatic enrollment in E-Trac.

- When an Interstate driver is assigned... In-transit information will be e-mailed to the military customer.



CUSTOMER: TAYLOR, CHARLES
GBL#: ZY409198 Code: 1 REGISTRATION#: 2342864

SHIPMENT INFORMATION

FROM:	NC - FAYETTEVILLE	ORIGIN TMO:	FORT BRAGG
TO:	CO - BROOMFIELD	DEST TMO:	JPPSO COLORADO SPRINGS
WEIGHT:	5000 LBS (Estimated)	RDD:	04/09/03

TRANSPORTATION PROVIDER: SHERMAN, OMAR (Interstate)

SHIPMENT STATUS

PICK UP DATE:	03/27/03
ESTIMATED LOAD DATE:	
CURRENT LOCATION:	03/25/03 SAVANNAH , GA
NEXT SCHEDULED LOCATION:	03/26/03 COLUMBIA , SC
ESTIMATED DELIVERY	

Note: Dates are subject to change. Please be sure to check your shipment's status regularly.

DESTINATION SERVICE PROVIDER:
MOUNTAIN STATES MOV & STG INC , DENVER , CO

*** REMINDER: BE SURE TO CALL YOUR DESTINATION TMO TO
ARRANGE FOR DELIVERY OF YOUR SHIPMENT ***
JPPSO COLORADO SPRINGS : 281-872-0944

FOR ADDITIONAL INFORMATION, PLEASE CONTACT:

A WORLD WIDE MOVING INC : 800-DOD-MOVE
OR

Send e-mail to: Interstate@invan.com

Will keep the customer advised of the current location of the driver.



Our latest innovation—
coming soon to your
neighborhood...



E-Pal

E-Pal is an
Interstate
customer

It gives customers
for any questions or concerns about their
move

It provides a picture and contact information
of the person on the phone--"not just a
voice"

It instills confidence that his or her move is
being handled by a professional

Hi, I'm Kathy and I have been given the privilege of handling your relocation. I specialize in managing military moves. I am here to answer any questions or concerns you might have. I am committed to making your relocation as smooth as possible. I look forward to assisting you and ensuring that you have a successful move from beginning to end.

Meet your moving partner
Kathy Arbia



Kathy Arbia
800-745-6683, ext 3242
kathya@invan.com



***You're not going to make this move alone—
we'll be there for you.***

Kathy and all of the associates at our headquarters in Springfield, VA are here for you!



5801 Rolling Rd Springfield, VA 22152



DARS Future

- In Phase I ... we are providing information on our drivers and hauling partners.
- In Phase II ... we will provide information on our service providers ... **the origin service provider as well as the destination service provider.**
- The military customer will receive information about **all of the participants** handling his or her move.



Your origin services are being provided by A-1 Freeman Relocation



- Providing quality moves since 1974
- Largest North American Service Provider west of the Mississippi River
- 500,000 sq. ft. of warehouse space in seven locations in three states
- 400 pieces of equipment
- Satellite tracking system

Your origin services are being provided by Ace Van & Storage



- Providing quality moves since 1943
- Innovative online tracking system
- Extensive driver and packer training program
- Family owned
- Five time recipient of the SDDC quality award
- ISO 9001:2000 certified



Some of the stress factors

- **Service - What quality of service will you be provided?**

The next slides show our efforts to address this stress factor.



ICARE

**Interstate
Carrier Agent Review and Evaluation
Program**



ICARE

**Interstate Carrier Agent Review and Evaluation
Program**

**A program to measure
and improve the
quality of service
provided to our**



the Interstate Standard

5.00 - 4.40 EXCELLENT

4.39 - 4.30 VERY GOOD

4.29 - 4.00 MEETS STANDARDS

3.99 - 3.00 SATISFACTORY

**2.99 - 1.00 NEEDS
IMPROVEMENT**



ICARE Program

**Customer
evaluation
report
received**

**Information is
disseminated
throughout the
program**

**Management
report system
consists of...**

**Performance
management
reports by agent and
bv hauler.**

**Agent/Hauler
performance
on the website.**

**Performance management
reports by transportation office
for outbound service and inbound.**

**Customer Follow up System
which displays those customers
that have not completed a survey.**



Management Reports....

GBLOC		VND #	AGENT / BASE	SHPS	RSP	RSP%	SUR	PCK	O-RATING	BASE RATING	DIVISION RATING	NATIONAL RATING	CLM	O/A	YES %
LKNO	CA	5101	LA MESA TRANSFER & STORAGE	108	42	39%	4.75	4.24	4.37	1/7	1/23	6/340	3	4.27	86%
LIJF	CA	1266	CANOVA MOVING & STORAGE CO	97	32	33%	4.22	4.33	4.30	3/14	2/23	11/340	3	4.09	84%
LIJF	CA	3266	GREAT AMERICAN MOVERS	118	42	36%	4.55	4.21	4.30	4/14	3/23	12/340	7	4.07	88%
BGAC	MD	4500	INTERSTATE MOVING SYS/LANDOV	154	67	44%	4.38	4.26	4.29	1/8	4/23	14/340	10	4.14	87%
BKAS	NC	8377	TERMINAL STORAGE COMPANY	141	58	41%	4.65	4.14	4.27	2/13	5/23	17/340	12	4.10	84%
HAFC	OK	9206	A-1 FREEMAN NORTH AMERICA	90	27	30%	4.19	4.25	4.24	6/51	6/23	21/340	6	4.14	81%
BGEC	VA	7909	SECURITY STG & VAN CO OF	206	78	38%	4.43	4.11	4.19	1/2	7/23	25/340	15	4.08	85%
BKAS	NC	5432	INTERNATIONAL M & S	114	58	51%	4.56	4.05	4.18	3/13	8/23	29/340	4	4.10	90%
CNNO	FL	2853	READS MOVING SYS OF FL INC	221	106	48%	4.16	4.07	4.09	2/8	9/23	41/340	7	4.02	85%
LENO	WA	6730	ABC MOVING & STORAGE CO INC	116	42	36%	4.27	4.02	4.08	6/18	10/23	42/340	6	4.14	86%
ASEI	DE	4834	BERRY INTL INC	103	31	30%	4.23	4.03	4.08	2/5	11/23	44/340	12	3.96	81%
BGAC	VA	1500	AMBASSADOR WORLDWIDE MOVING	188	94	50%	4.43	3.95	4.07	2/8	12/23	48/340	11	4.03	79%
BGAC	VA	1000	ACF VAN & STORAGE COMPANY	339	150	44%	4.29	3.99	4.07	3/8	13/23	49/340	22	4.05	85%
			AVERAGES	143	59	40%	4.22	3.93	4.00					3.96	80%

Reports which allow us to view the quality of service by agent, hauler, and by base.



**To further reinforce our efforts to
improve
our service, we made a analysis
of 500 military moves and the
items which caused
dissatisfaction for our military
customers.**

Survey Phase of Move

Survey Phase of Move

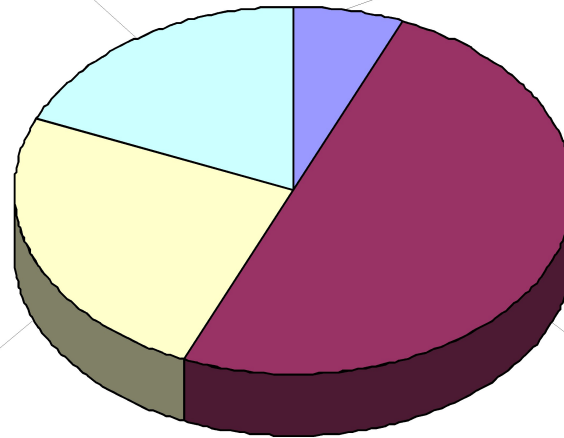


Incorrect estimates
which created
insufficient packing
material.
19%

Over estimated
shipment weight.
6%

Under estimated
shipment weight
25%

Inadequate survey
conducted by phone.
50%



ICARE Analysis Interstate Van Lines

Source: ~500 Military Customer
Evaluations, 32 incidents

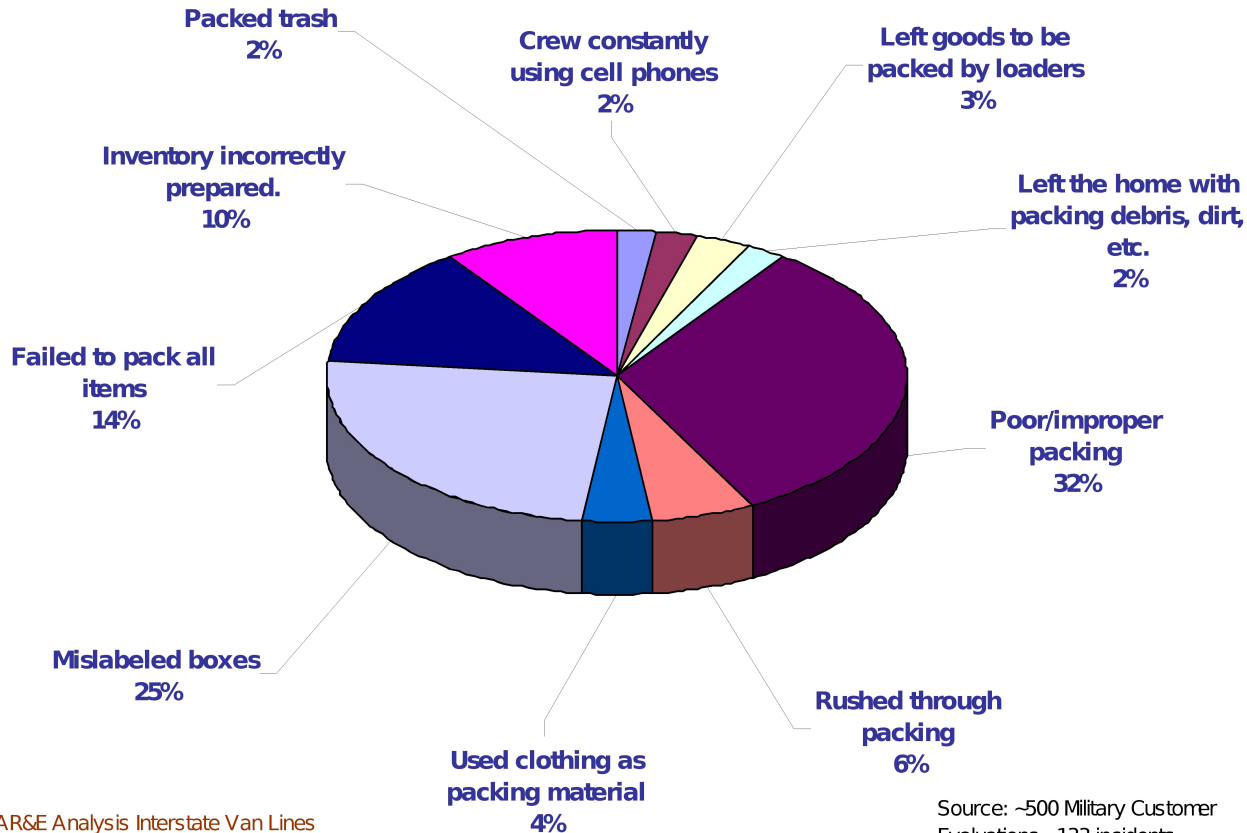
Examples of Poor Customer Service during Surveys

Surveyor suggested customer do a partial DITY move, ended up having underestimated by more than 5,000 lbs.

An underestimated weight forced a customer to pay \$2000 out-of-pocket.

Packing Phase of Move

Negative Occurrences During Packing



Examples of Poor Customer Services during Packing

The packers asked to keep the customers items, instead of packing them.

The packers packed fresh fruit with outdoor items.

A packer started watching TV instead of working.

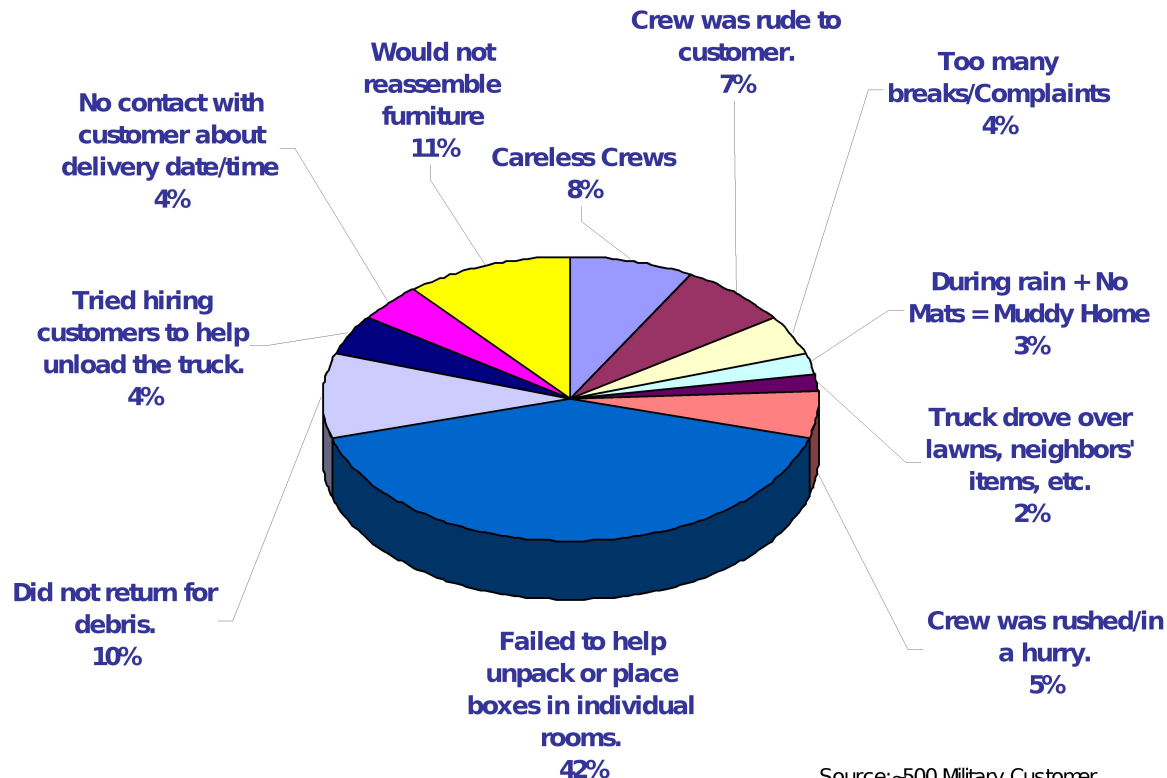
The packers packed essential toiletries that the customer requested not be packed.

Packers wrapped a circular saw in customer's clothes.

The packing crew arrived dirty.

Delivery Phase of Move

Negative Occurrences During Delivery



ICAR&E Analysis Interstate Van Lines

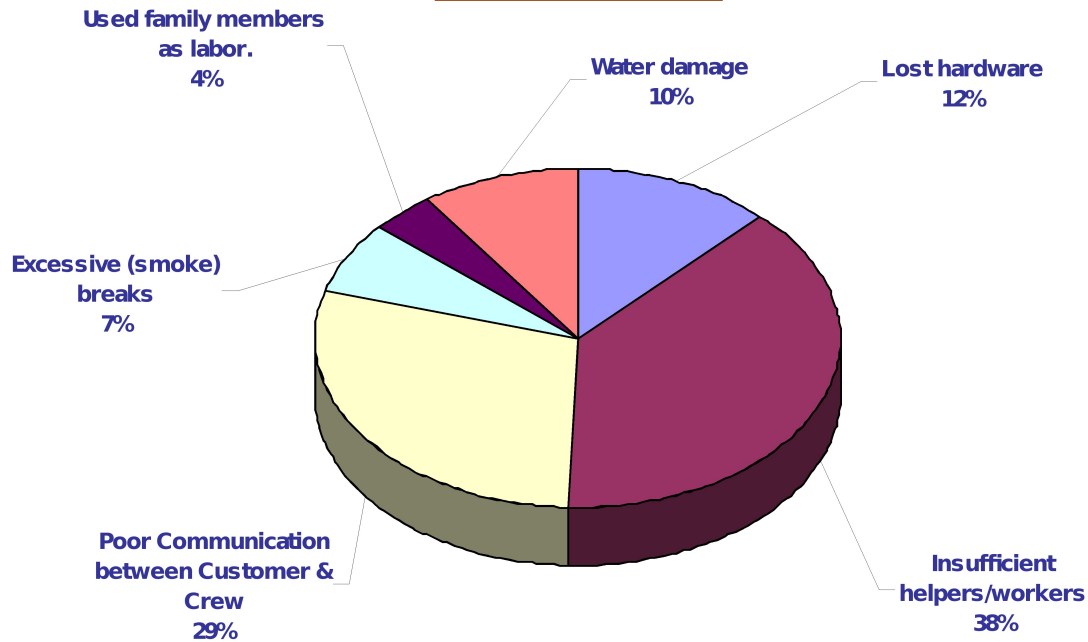
Source: ~500 Military Customer Evaluations, 101 incidents

Examples of Poor Customer Service during Deliveries

Crew stated that they only unpack for rankings of 3-star Generals and above.
Delivery crew refused to bring customer's mattress upstairs to the bedroom.
Delivery crew laughed at customer's wife when she asked for help with unpacking.
Crew made disrespectful comments about customer's home.
Crew didn't offer to help a pregnant customer unpack her belongings.
Crew said it wasn't their job to help unpack.

Overall Move Process

Comments On Overall Move Process



ICAR&E Analysis Interstate Van Lines

Source: ~500 Military Customer Evaluations

Examples of General Dissatisfaction

Driver offered customer and the neighbors money to help him unload the truck.

"The Crew wore old, torn 80's muscle shirts and one smelled so bad, my roommate had to light incense."

Crew "frightened" customer by using a dolly to transport items down the stairs.

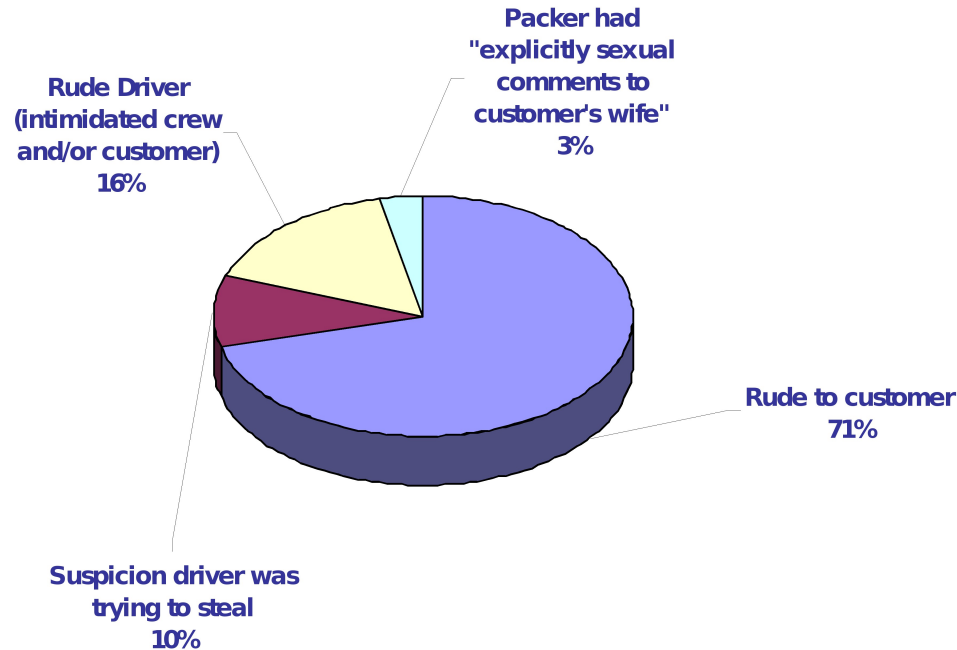
An issue for at least 3 customers: Overflow shipments which resulted in them having no bedding, no essential items, etc.

Holes were knocked into a customer's wall.

Crew packed up a hermit crab, which died.

Inappropriate Behavior

Analysis of Inappropriate Behavior During Move



ICAR&E Analysis Interstate Van Lines

Source: ~500 Military Customer Evaluations, 34 incidents

Examples of Inappropriate Behavior

Instances of crew lying to customer about it "not being their job" to help unpack.

Crew made rude comments to customer in Spanish; customer actually know Spanish, so she understood what they were saying.

Driver was communicating with shipper on the phone, then told customer he was fed up and hung up on him.

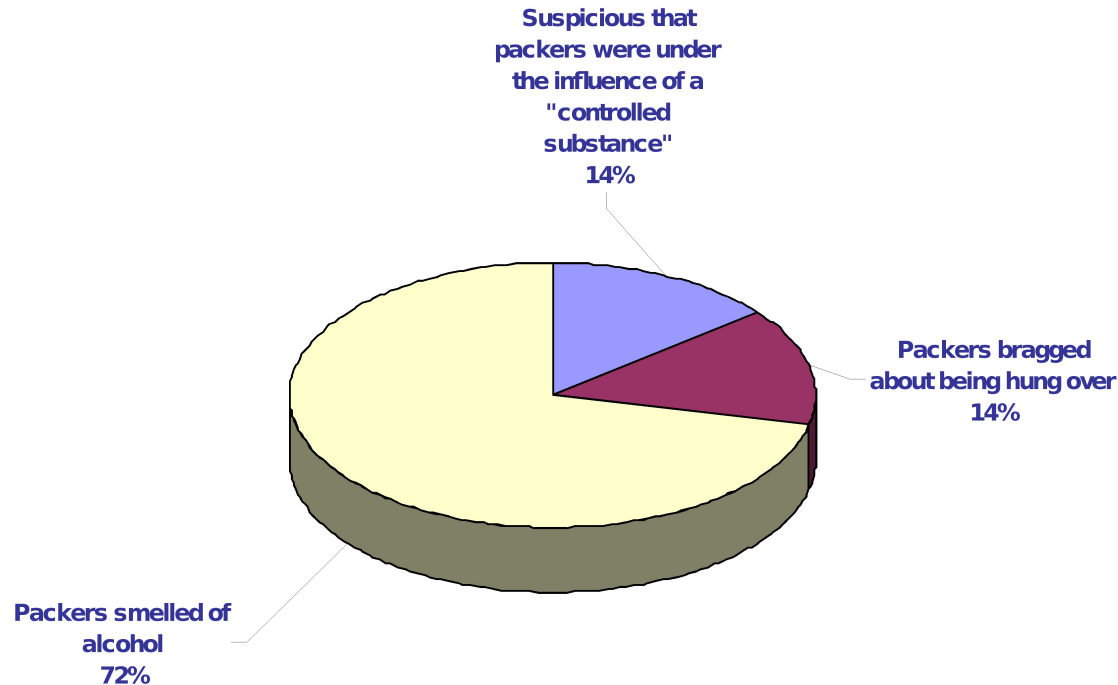
Used profanity in front of the customer's children.

Crew threatened to walk out when a customer asked them to stop being rude.

Occurrences with Alcohol



Analysis of Occurrences with Alcohol



ICAR&E Analysis Interstate Van Lines

Source: ~500 Military Customer Evaluations, 7 incidents

Examples of Alcohol Related Occurrences

Packer aggressively told customer to get him a beer.

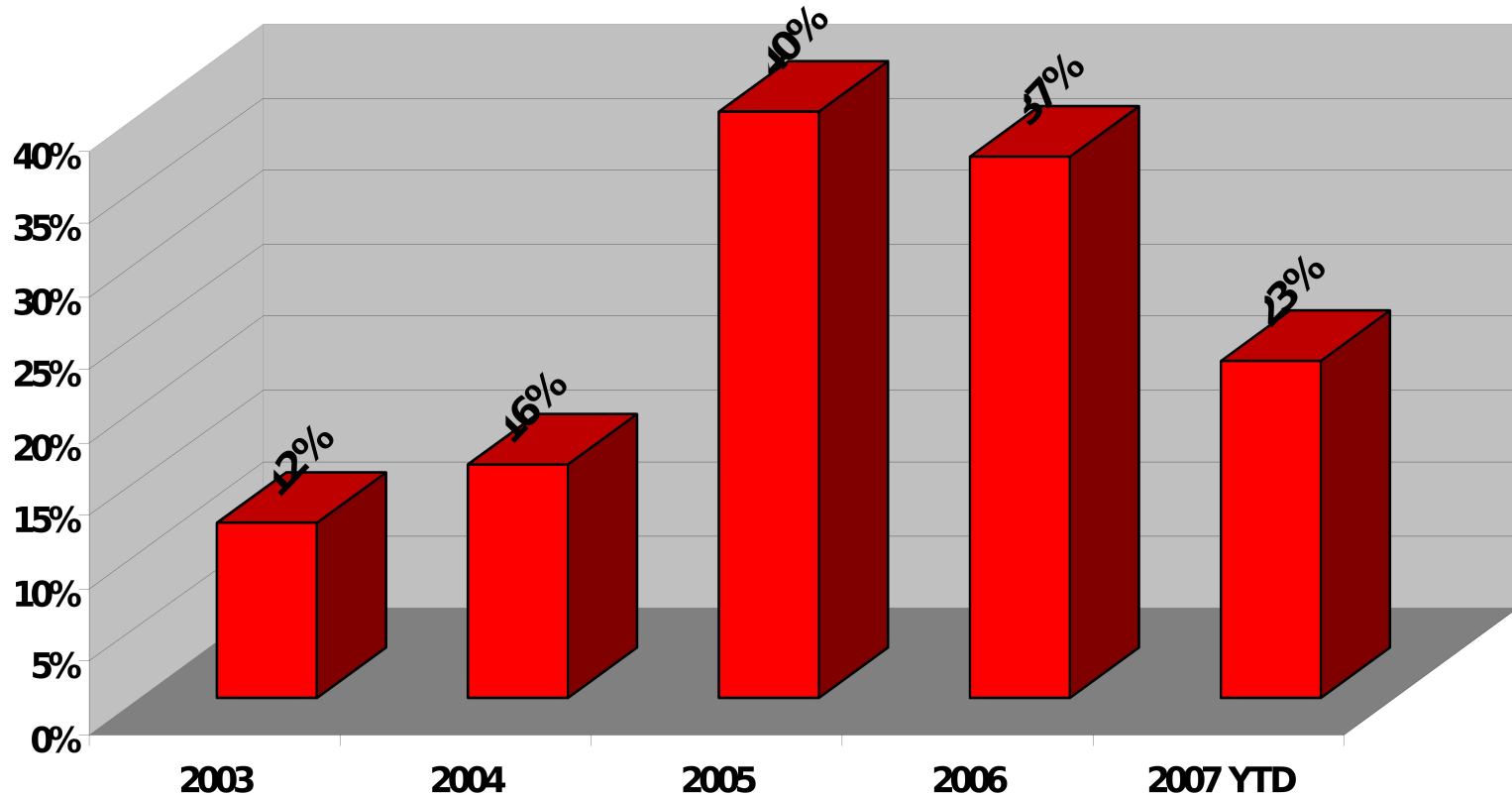
Crew member bragged about being hung over the day after the Super Bowl game.

Driver was "jittery"; Customer wasn't sure if he was on Methamphetamines or too much No-Doze.



ICARE Evaluations by Year

ICARE Evaluations by Year



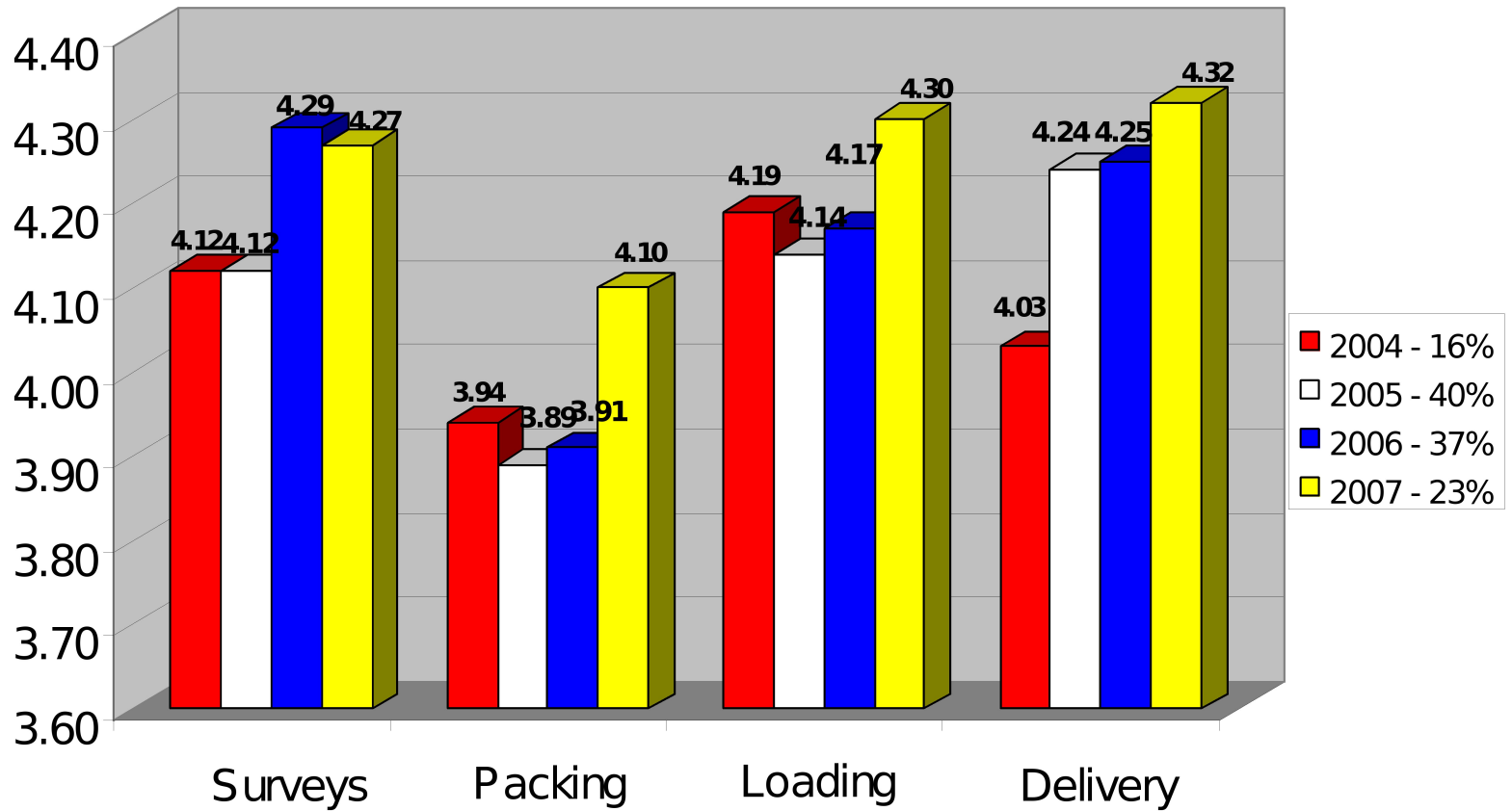
**The more evaluations we receive, the easier it is to improve
our service**



ICARE Ratings



ICARE Ratings



Survey

Packing

Loading

**Deliver
y**



An Introduction to Interstate's

Blue Bark Management System





Management Notification

**Upon
registration
of a Blue Bark**



**Shipment is listed on
daily management
report of Blue Bark
shipments**



**Shipment is listed
on Blue Bark web based
management system**

**Move Management
is notified and a
Coordinator assigned**

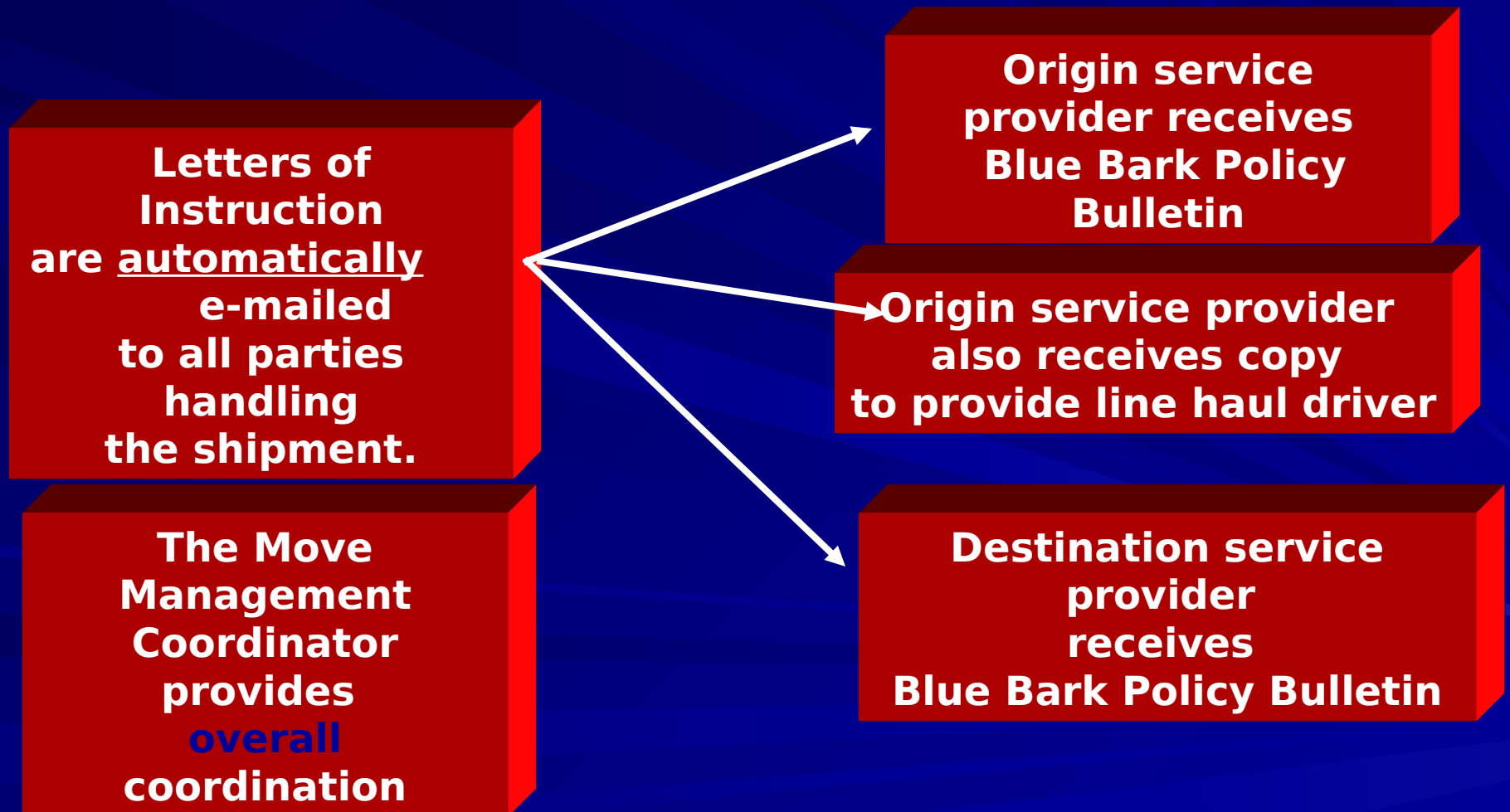
**Chief Dispatcher receives
report of all Blue Bark
shipments**

**VP of Operations receives
report of all Blue Bark
shipments**

**Director, Military Affairs receives
report of all Blue Bark
shipments**



Blue Bark Advisory System





Blue Bark Management Screen



Blue Bark Moves

6 Shipments

SHIPPER	RANK	GBL#	REG#	ACT WGT	FR-TO	PICKUP DATE	DEPART DATE	EST DEL	RDD	SIT IN DT	RES DEL DT	DEST AGENT	HAULER	E-TRAC ACTIVITY
CLARK, TT	Petty Officer 3rd Class	ZX179238	2649126	4,980	VA-AZ	08-29	09-07	09-11	09-15		09-11	NONE	DOBBINS, LARRY	
GLIDDEN,	Private	ZX014630	2649809	120	FL-OR	09-20	09-27	10-05	10-10			ITS GLOBAL RELOC	HI-LINE MOTOR C	
HEITZENRO	Staff Sergeant	ZX389821	2650123		CA-NJ	10-12			10-30				NONE	
LADIG, JA	Petty Officer 2nd Class	ZX221111	2649863	2,000	FL-NM	09-21	09-21	09-02	10-05		10-02	THE MOONEY CORPO	SOUTHEASTERN MO	
SIMMS, WI	Petty Officer 2nd Class	ZX404994	2648518		WA-CA	10-02	10-02		10-23			KINGS VALLEY MOV	STEVENS VAN LIN	
ZOLL, COR	Staff Sergeant	ZY977594	2648768	8,000	LA-MI	08-30	08-30	09-06	09-15		09-06	STEVENS VAN LINE	ATLAS VAN LINES	

Provides total visibility of all Blue Bark shipments at one time.



The future brings the exciting challenge of finding innovative ways to further improve service to our military customers.

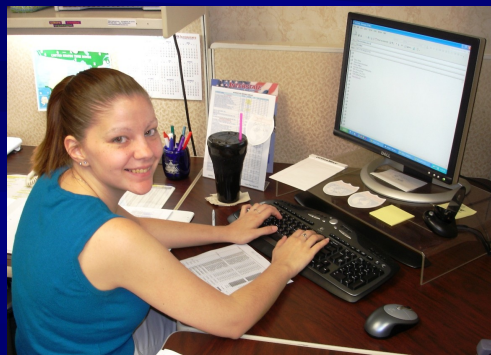
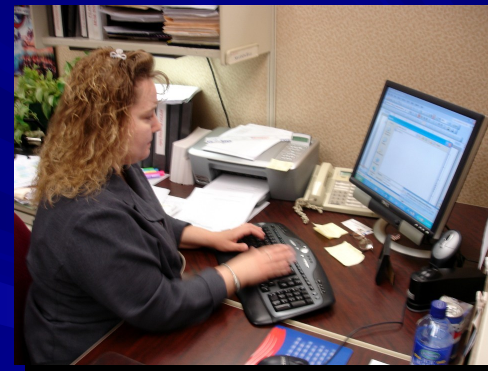




**We hope that you have found
this presentation informative.**

**Should you have any questions
and or comments please contact
us at ...**

**militarydevelopment@invan.com
or 1-800-336-4533**



**THE MILITARY AFFAIRS
DEPARTMENT**



Proudly Serving Our Military Customers for 63 Years!

